

Real Property Appraisal Technician

Dept: Tax

FLSA Status: Non-Exempt

General Definition of Work

Performs technical work assisting with the gathering and maintaining of real property tax records, assisting the public, and related work as apparent or assigned. Work is performed under the limited supervision of the Real Property Appraiser Supervisor.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Interprets building sizes; differentiates between commercial and residential buildings.
- Determines factors necessary to value property in a fair, accurate and consistent manner.
- Updates real property records, assists with general customer service.
- Inspects interior and exterior of structures and collects and records data for property valuation.
- Greets public; answers telephone; assists customers with various inquiries.
- Ensures accurate property records are maintained by reevaluating in the field.
- Locates and records existing improvements not previously assessed for proper taxation.
- Assists with the maintenance and upkeep of vehicle.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Thorough knowledge of standard office methods and procedures; general knowledge of the principals, practices and techniques used in the valuation of real property; general knowledge of the geographic layout of the County; ability to operate standard office machines; ability to make decisions relating to assigned operations in conformance with applicable laws and policies; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to enter data into computer accurately and at a reasonable rate of speed; ability to solve problems within scope of responsibility; ability to prepare and maintain reports of work activities; ability to establish and maintain effective working relationships with associates and the general public.

Education and Experience

High school diploma or GED and one to three years experience working in construction, surveying, real estate or appraisal, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel and reaching with hands and arms, frequently requires standing, walking and sitting and occasionally requires climbing or balancing, stooping, kneeling, crouching or crawling, pushing or pulling, lifting and repetitive motions; work requires close vision, distance vision, ability to adjust focus, depth perception, color perception and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, using of measuring devices, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work regularly requires exposure to outdoor weather conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

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Special Requirements

- North Carolina Department of Revenue Real Property Appraiser certification within one (1) year of hire.
- Valid North Carolina Driver's License within 60 days of employment.

Competencies

Business Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Relationship Building: Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date